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OCT 25 2013

REDACTED - FOR PUBLIC INSPECTION

Federal Communications Commission
Office of the Secretary

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 8, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Wilkes Telephone & Electric Company
Study Area Code 220394**

Dear Ms. Dortch:

On behalf of Wilkes Telephone & Electric Company "Wilkes", JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ Wilkes seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

No. of Copies rec'd 073
List ABCDE

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

Echelon Building II, Suite 200
9430 Research Blvd., Austin, TX 78759
phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310
1380 Corporate Center Curve, Eagan, MN 55121
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road
Bldg. B-3, Suite 200, Atlanta, GA 30328
phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane
Bountiful, UT 84010
phone: 801-294-4576, fax: 801-294-5124

Federal Communications Commission
Office of the Secretary

Page 1

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

(100) Service Quality Improvement Reporting
Data Collection Form

<010>	Study Area Code	220394
<015>	Study Area Name	WILKES TEL & ELC CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-678-9531
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input checked="" type="radio"/> (yes / no) <input type="radio"/>
<111>		(yes / no) <input type="radio"/> (yes / no) <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

FCC Form 481
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July 2013

<010> Study Area Code

WILKES TEL & ELC CO

2014

Jayne B. Callaway

30> 706-678-9531

1303 jbcallaway@nu-z.net

[illegible]

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

Data Collection Form

220394

Study Area Code

WILKES TEL & ELC CO

2014

Jayne B. Callaway

Contact Name - Person	USAC should contact regarding this data
-----------------------	---

CONTACT NAME - PERSON OR AGENCY	NUMBER	NUMBER OF PERSON IDENTIFIED IN DATA LINE <030>	706-678-9531
CONTACT NAME - PERSON OR AGENCY	NUMBER	NUMBER OF PERSON IDENTIFIED IN DATA LINE <030>	706-678-9531

<035>	Contact telephone Number - Number of person identified in data line <030>	ibcallaway@nu-z.net
-------	---	---------------------

<039> Contact Email Address - Email Address of person identified in data line <030>

701>	Residential Local	Service Charge	Effective Date

<702> Single State-wide Residential Local Service Charge

1/1/2013

[illegible]

OMB Control No. 3060-0936/OMB Control No. 3060-0819
July 2013

<711>

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[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481
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July 2013

<010>	Study Area Code	220394
<015>	Study Area Name	WILKES TEL & ELC CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-678-9531
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select (Yes, No, NA)	
	<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
	<922> Feasibility and sustainability planning;
	<923> Marketing services in a culturally sensitive manner;
	<924> Compliance with Rights of way processes
	<925> Compliance with Land Use permitting requirements
	<926> Compliance with Facilities Siting rules
	<927> Compliance with Environmental Review processes
	<928> Compliance with Cultural Preservation review processes
	<929> Compliance with Tribal Business and Licensing requirements.

(1100) No Terrestrial Backhaul Reporting
Data Collection Form

FCC Form 481
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July 2013

<010>	Study Area Code	220394
<015>	Study Area Name	WILKES TEL & ELC CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-678-9531
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net

☐

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(1200) Terms and Condition for Lifeline Customers

Lifeline

Data Collection Form

FCC Form 481

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July 2013

<010>	Study Area Code	220394
<015>	Study Area Name	WILKES TEL & ELC CO
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<030>	Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-678-9531
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	220394gal210
<1220>	Link to Public Website	HTTP www.nu-z.net

Name of attached document (.pdf)

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

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(2009) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<010>	Study Area Code	220394
<015>	Study Area Name	WILKES TEL & ELC CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-678-9531
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-2.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

--	--

Incremental Connect America Phase I reporting
 <2010> 2nd Year Certification (47 CFR § 54.313(b)(1))
 <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

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Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))
 <2012> 2013 Frozen Support Certification
 <2013> 2014 Frozen Support Certification
 <2014> 2015 Frozen Support Certification
 <2015> 2016 and future Frozen Support Certification

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Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))
 Certification Support Used to Build Broadband

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Connect America Phase II Reporting (47 CFR § 54.313(e))

<2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
 <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

Data Collection Form		Rate Of Return Carrier Additional Documentation	
<010>	Study Area Code	220394	
<015>	Study Area Name	WILKES TEL & ELC CO	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway	
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-678-9531	
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net	

CHECK THE boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan	Name of Attached Document Listing Required Information	(Yes/No)
(3010) Milestone Certification (47 CFR § 54.313(f)(1)(ii)) Please check this box to confirm that the attached PDF , on line 3012, contains the required information pursuant to § 54.313 (f)(1)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		<input checked="" type="checkbox"/> (Yes) <input checked="" type="checkbox"/> (No)
(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii)) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/> (Yes) <input checked="" type="checkbox"/> (No)
(3015) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3016) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation		
(3017) If the response is no on line 3014, Is your company audited?		
(3018) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3019) Management letter issued by the independent certified public accountant that performed the company's financial audit.		
(3020) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		
(3021) Underlying information subjected to a review by an independent certified public accountant		
(3022) Underlying information subjected to an officer certification.		
(3023) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3024) Attach the worksheet listing required information		
(3025) Name of Attached Document Listing Required Information		
(3026)		

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220394
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier	FCC Form 481
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	July 2013

<010> Study Area Code	220394
<015> Study Area Name	WILKES TEL & ELC CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway
<035> Contact Telephone Number - Number of person identified in data line <030>	706-678-9531
<039> Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	WILKES TEL & ELC CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/08/2013
Printed name of Authorized Officer:	George Dyson
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	706-678-2121
Study Area Code of Reporting Carrier:	220394 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	WILKES TEL & ELC CO
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/08/2013
Printed name of Authorized Agent or Employee of Agent:	Lans Chase
Title or position of Authorized Agent or Employee of Agent:	Staff Director - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	220394 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(200) Service Outage Reporting (Voice)
Data Collection Form

<010>	Study Area Code	220394
<015>	Study Area Name	WILKES TEL & ELC CO
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<030>	Contact Name - Person USAC should contact regarding this data	Jayne B. Callaway
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-678-9531
<039>	Contact Email Address - Email Address of person identified in data line <030>	jbcallaway@nu-z.net

[illegible]

Unfulfilled Requests:

- Unfulfilled Service Requests Voice = 1
- Unfulfilled Service Requests Data = 1

(Attached request letter for service from 2010 has not yet been fulfilled- we received a call in 2012 for this same request – it is for both Voice and Data)

Customer physical address location- 1142 Westwind Harbor, Lincolnton, GA 30817. This physical location is a second vacation home, primary home is in Atlanta, GA. Customer is requesting Voice and Data service. Their address is located within a private sub-division which at the time of request and still has no WTC facilities as we have had a total of three request for service. This sub-division has a total of 64 lots of which we have had a total of three requests- two of which sold their homes prior to our engineering the construction phase of installation to the sub-division. One previous owner stated that even though their home was for sale when they made a request for service –they wanted service to make the house more appealing for sale.-not a feasible expense for Wilkes

The second request was also for sale upon request of service and we did not have a contractor price for construction upon the sale- thus no work was done.

The remaining 'open' request we ran numbers for construction (attached). Being a weekend home and a monthly rate for basic voice and basic data (appx \$70.00 per month) we have not seen the feasibility of building to the sub-division as for the one service entrance the construction (only) piece is \$255,724.83 (and these prices would be higher today) as we worked up this price for the subscriber in 2011.

Wilkes cannot justify this expenditure at this time for one sole subscriber (for a second home).

UNFULFILLED SERVICE REQUEST(S)

**WHEN WE REVIEW OUR COSTS TO BUILD- WE LOOK AT LONG TERM
COST RECOVERY- SEVEN YEARS- IF THIS SUBSCRIBER KEPT THE
REQUESTED SERVICE APPX \$70.00 PER MONTH x 12 MONTHS x SEVEN
YEARS- WE COULD RECOVER \$5880.00 OUT OF A COST OF APPX
\$250,000.00 CONSTRUCTION BECAUSE THIS PROPERTY (SUB DIVISION
ENTRANCE) IS APPX ½ MILE FROM THE MAINLINE ROW TO THE GATED
ENTRANCE- THEN- THIS PROPERTY IS ONE OF 64 LOTS INSIDE THIS SUB
DIVISION- THE CONSTRUCTION COSTS ARE NOT FEASIBLE IN OUR
OPINION IN LIGHT OF THIS BEING SECONDARY VACATION HOME**

Wilkes Telephone & Electric Company
PO Box 277
Washington, GA 30673

March 9, 2011

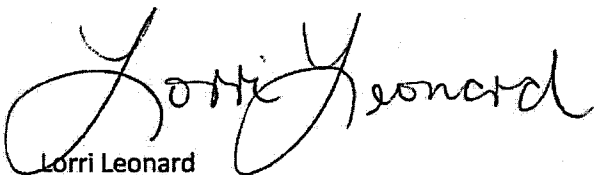
To Whom It May Concern:

When I purchased property in July, 2007, I was told by the developer that I had telephone and internet established. I have since built a home and requested service last month. I was told that no service is available to Providence Ferry and that they would take my name down and give me a call back when enough people have been placed on the list. The attached letter from Wilkes to my developer, Energy Conversion, states that lines will be established to the lots once sleeves were installed. Those sleeves were installed in 2007 according to Wilkes requirements.

My husband and I cannot work from our home at Providence Ferry without telephone and internet. Additionally, I want to set up a security system and cannot do so without a landline. A neighbor in the subdivision was already robbed because they too could not obtain a telephone.

Would you please explain to me why I cannot receive the telephone service that I am supposed to receive or should I be going through the Public Utilities Commission to get their advice on what to do?

Thank you for your time,



Lorri Leonard

Site Location: 1142 Westwind Harbor; Lincolnton, GA 30817

Mailing Address: 931 Courtenay Dr NE; Atlanta, GA 30306

Cell: (404) 395-8956

enclosure

*Providence
Term
Cost of
Construction
to gate*

July 2010

Still the same

per EA

2011

GA503 Wilkes Telephone & Electric Company

Units	Quantity	Labor & Material	Extended Price
BFO216	2,866'	\$8.66	\$24,819.56
BFO96	1,496'	\$2.99	\$4,473.04
BFO72	18,794'	\$2.80	\$52,623.20
BFO48	13,532'	\$2.57	\$34,777.24
BFO36	3,354'	\$2.49	\$8,351.46
BFO24	5,312'	\$2.38	\$12,642.56
BM60(2")P	200'	\$18.87	\$3,774.00
BM60(2")DP ROCK	200'	\$150.87	\$30,174.00
BM2(5/8")(8')	11	\$47.05	\$517.55
BM TRAY	95	\$21.35	\$2,028.25
BM55A	3	\$32.61	\$97.83
BM71	1,000'	\$12.00	\$12,000.00
HO1	636	\$32.35	\$20,574.60
HBFO(216)G	1	\$833.71	\$833.71
HBFO(96)G	1	\$527.17	\$527.17
BDO3	24	\$266.42	\$6,394.08
BDO4	71	\$314.64	\$22,339.44
BDO432	1	\$13,949.56	\$13,949.56
BHF(36"X60"X36")	1	\$3,349.29	\$3,349.29
BHF(24"X48"X24")	1	\$834.93	\$834.93
BHF(24"X36"X24")	1	\$643.36	\$643.36
Total			\$255,724.83

Demonstration of Complying with Applicable Service Quality Standards and Consumer Protection Rules

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Wilkens Telephone and Electric Company, Inc. (“Company”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Company is subject to consumer protection obligations under Georgia state law and federal law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Georgia Public Service Commission which discloses rates, and terms and conditions of service to customers (Chapter 515-12-1-.02(5)(a) and .04(5) of the Rules and Regulations of the State of Georgia); (2) adherence to state consumer protection requirements governing telephone providers which require Service Standards (Chapter 515-12-1-.17 and .18 of the Rules and Regulations of the State of Georgia); Customer Billing (Chapter 515-12-1-.04(4) of

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

the Rules and Regulations of the State of Georgia; and Customer Complaints (Chapter 515-12-1-.08 of the Rules and Regulations of the State of Georgia); (3) truth-in-billing requirements (Chapter 515-12-1-.04(4) of the Rules and Regulations of the State of Georgia); and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Demonstration of Ability to Function in Emergency Situations

Wilkes Telephone and Electric Company, Inc. ("Company") hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2)¹ and Chapter 515-12-1-.11(4) of the Rules and Regulations of the State of Georgia. Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2) and Chapter 515-12-1-.11(4) of the Rules and Regulations of the State of Georgia. Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Company has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

**(800) Operating Companies
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

220394

<010> Study Area Code

<015> Study Area Name WILKES TEL & ELC CO

<020> Program Year 2014

<030> Contact Name - Person USAC should contact regarding this data Jayne B. Callaway

<035> Contact Telephone Number - Number of person identified in data line <030> 706-678-9531

<039> Contact Email Address - Email Address of person identified in data line <030> jbcallaway@nu-z.net

<810> Reporting Carrier Wilkes Telephone & Electric Company

<811> Holding Company Dycorn Holdings, Inc.

<812> Operating Company Wilkes Telephone & Electric Company

<813>

<a1>

Affiliates

<a2>

SAC

<a3>

Doing Business As Company or Brand Designation

Wilkes Communications, Inc.

d/b/a Classic South Communications - Branding "Nu-Z.net"

LIFELINE

**WILKES DOES NOT PROVIDE MINUTES IN ANY PLAN WE OFFER TO
ANY SUBSCRIBER**

**WILKES OFFERS LIFELINE DISCOUNTS TO ALL ELIGIBLE SUBSCRIBER- AS
IN THE STATE OF GEORGIA- CURRENTLY LIFELINE SUBSCRIBERS ARE
NOT DISALLOWED PURCHASING ANY ADDITIONAL SERVICES OFFERED
BY OUR ILEC OR ANY AFFILIATE- THUS- THEY BUY WHAT THEY WOULD
LIKE TO PURCHASE AND WE APPLY THE DISCOUNT TO THEIR
VOICE/CALC/AND CURRENTLY (UNTIL JANUARY 1, 2013 TOLL
RESTRICTION)**



Send completed form to:
P.O. Box 277 or 110 E. Liberty St., Washington, GA 30673
Fax (706) 676-1003 or (706) 359-7700

Telephone Number for which Lifeline Credits are to apply: _____

Date: _____ CSR Completing Form: _____ SO# _____ SO Type _____

Applicant/Responsible Party: _____

First Name: _____ MI: _____ Last Name: _____

Physical Address: _____

City: _____ State: _____ Zip: _____

My Physical Address is: ☐ Permanent ☐ Temporary ☐ Multi-Household

Billing Address: _____

City: _____ State: _____ Zip: _____

Applicant/Responsible Party DOB: _____

Applicant/Responsible Party Last Four Digits of SSN: _____

= NOTICE =

Lifeline is a federal benefit only one Lifeline service is allowed per household; a household cannot receive benefits from more than one telephone service provider; a household is defined as any individual or group of persons living together at the same address sharing income and expenses (an economic unit); and Lifeline is a non-transferable benefit. Households receiving Lifeline benefits from more than one telephone company will be de-enrolled. Prosecution by the federal government for this offence is possible.

Are you or any member of your household already receiving Lifeline benefits from a telephone company?

☐ YES ☐ NO If yes, please be aware that only one Lifeline benefit is allowed for each household.

= PROGRAM ELIGIBILITY CRITERIA =

(Please initial if applicable) I certify that either a member of my household or I participate in the below marked assistance program. I understand I must provide satisfactory documentation of this participation to Wilkes Telephone & Electric Company (WTEC).

Full legal name of the person who is qualifying for the Lifeline Benefit (i.e. whose name is on the SNAP card, Medicaid card, etc.): _____

Relationship to the telephone applicant: _____

- | | |
|--|--|
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Low Income Home Energy Assistance (LIHEAP) | <input type="checkbox"/> Supplemental Security Income (SSI) |
| <input type="checkbox"/> National School Lunch Program's Free Lunch Initiative | <input type="checkbox"/> Federal Public Housing (Sect B) |
| <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) | <input type="checkbox"/> Senior Citizen Discount by Local Gas or Power Company |

Please See Reverse Side For Certification

2/18/13 Page 1 of 2



Send completed form to:
P.O. Box 277 or 110 E. Liberty St., Washington, GA 30673
Fax (706) 676-1003 or (706) 359-7700

= Or =

(Please initial if applicable) I certify that my total household income is at or below 135% of the Federal Poverty Guidelines. I understand I must provide satisfactory documentation of this declaration to WTEC.

Household Size	Total Income	Household Size	Total Income
1	\$15,512	3	\$26,366
2	\$20,939	4	\$31,793

Add \$5,427 for each additional person

I certify under penalty of perjury the following (initial by each certification):

_____ I currently meet Lifeline eligibility as indicated on Page One of this document.

_____ I will notify WTEC within 30 days if I or any qualifying household member ceases(s) to meet program eligibility as specified on Page One or, for any reason, no longer meets all Lifeline eligibility criteria. I certify that I understand and agree to comply with this notification requirement under penalty of perjury and prosecution.

_____ If I move to a new address I will notify WTEC within 30 days of my move.

_____ If my address is temporary, I understand that I may be required to verify my address with WTEC every 90 days.

_____ I certify my household is not receiving nor will it receive Lifeline benefits from another telephone company such as Suddenlink, Assurance, and Reachout Wireless while enrolled in the Lifeline program with WTEC.

_____ I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law and will result in program de-enrollment and possible program delinquency, fines, or imprisonment.

_____ I acknowledge that I will be required to provide proof of continuing program eligibility at least once each year when notified by WTEC, and any failure to do so, on my part, will result in de-enrollment from the Lifeline Assistance Program.

Signature of Applicant: _____ Date: _____

Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or 1-800-282-5813

THIS SPACE RESERVED FOR OFFICE USE

Date of eligibility review: _____

Description of applicants proof of eligibility: _____

(i.e.: SNAP card, SSI program letter, Federal tax return, three consecutive months of paycheck stubs, etc.)

Proof of applicants eligibility reviewed by: _____

(WTEC authorized signature required)

2/18/13 Page 2 of 2

What is Lifeline?

Lifeline is a Federal program that offers telephone discounts to low-income consumers in all U.S. States and Territories. Those who qualify may receive discounts on monthly basic telephone services (Lifeline).

To determine your eligibility for Lifeline and to enroll in this program, contact your local Wilkes Telephone & Electric Company business office.

You may be eligible for the Lifeline program if you participate in any of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- National School Lunch Program's Free Lunch Initiative
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
- Senior Citizen Discount by Local Gas or Power Company
- Or if the household income is at or below 135% of the Federal Poverty Guidelines

WASHINGTON

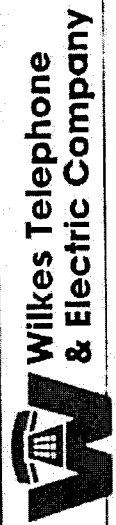
110 EAST LIBERTY STREET
706-678-2121

LINCOLN

155 SOUTH PEACHTREE STREET
706-359-3111

WWW.NU-Z.NET

INFO@NU-Z.NET



Wilkes Telephone
& Electric Company

GET CONNECTED

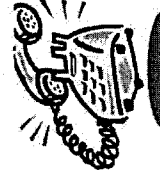
Learn More About
Lifeline

Low Cost
Phone Service Guide

AFFORD A PHONE
You may be eligible for greatly reduced local phone service.

The Lifeline program provides this benefit to eligible individuals and families.

Contact Your Local Business
Office For More Information



General Subscriber Services Tariff

Wilkes Telephone & Electric Company

Section H

Contents

Third Revised Sheet 1

Cancels Second Revised Sheet 1

LOW INCOME PROGRAM

(T)

ContentsSheet No.

H.1 Lifeline Assistance

1

H.2 (Deleted)

(D)

Issued: July 30, 2012

By: George A. Dyson
Name

Effective: June 1, 2012

President
Title

General Subscriber Services Tariff
Wilkes Telephone & Electric Company

Section H
Third Revised Sheet 1
Cancels Second Revised Sheet 1

LOW INCOME PROGRAM

(T)

H.1 General

(C)

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

H.1.1 Lifeline Assistance

1. General

Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.

2. Regulations

Subscribers are eligible for Lifeline Assistance if:

- a. The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
- b. The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;
Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;
Supplemental Security Income (SSI);
Federal Public Housing Assistance;
Low-Income Home Energy Assistance Program (LIHEAP);
National School Lunch Program's free lunch program;
Temporary Assistance for Needy Families (TANF);
Low Income Senior Citizens discount plan offered by a local gas or power company

- c. Other eligibility requirements may be established by the Commission.

(C)

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By: George A. Dyson
Name

Effective: June 1, 2012
President
Title

General Subscriber Services Tariff
Wilkes Telephone & Electric Company

Section H
First Revised Sheet 2
Cancels Original Sheet 2

LOW INCOME PROGRAM

(T)

H.1.1 Lifeline Assistance (Cont'd)

(C)

2. Regulations (Cont'd)

- d. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (a) through (c), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
- e. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
- f. Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in Georgia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.
- g. The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

(C)

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By: George A. Dyson
Name

Effective: June 1, 2012
President
Title

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General Subscriber Services Tariff

Wilkes Telephone & Electric Company

Section H

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LOW INCOME PROGRAM

(T)

H.1.1 Lifeline Assistance (Cont'd)

(C)

3. Effective August 1, 2012, the Lifeline credit available to an eligible customer in Georgia is equal to the total of federal support as established by the Federal Communications Commission. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.
4. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
5. To be eligible for Lifeline Assistance, qualifying customers must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.
6. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

(C)

Issued: July 30, 2012
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Name

Effective: June 1, 2012
President
Title

General Subscriber Services Tariff

Wilkes Telephone & Electric Company

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LOW INCOME PROGRAM

H.1.1 (Deleted)

(T)

(D)

(D)

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Name

Effective: June 1, 2012
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Title

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General Subscriber Services Tariff

Wilkes Telephone & Electric Company

Section H
First Revised Sheet 4
Cancels Original Sheet 4

LOW INCOME PROGRAM

H.1.1 (Deleted)

(T)

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(D)

H.1.2 (Deleted)

(D)

(D)

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Name

Effective: June 1, 2012
President
Title

General Subscriber Services Tariff
Wilkes Telephone & Electric Company

Section H
First Revised Sheet 5
Cancels Original Sheet 5

LOW INCOME PROGRAM

(T)

H.1.2 (Deleted)

(D)

(D)

H.1.3 All aspects of the Lifeline Assistance program shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

(C)

Issued: July 30, 2012
By: George A. Dyson
Name

Effective: June 1, 2012
President
Title

NOTICE From



Wilkes Telephone & Electric Company is the designated "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services. Wilkes Telephone & Electric Company provides voice grade single party residence (with unlimited local usage) and business service at the following rates:

Exchange	Residential	Business
Crawfordsville	\$15.11	\$19.20
Lincolnton	\$16.38	\$19.20
Metaville	\$16.21	\$19.20
Royle	\$16.06	\$19.20
Tignall	\$15.11	\$19.20
Washington	\$16.06	\$19.20

This includes access to:

- Voice grade access to the public switched telephone network
- Local usage
- Dual tone multi-frequency signaling or its functional equivalent
- Single-party service or its functional equivalent
- Access to emergency services
- Access to operator services
- Access to inter-exchange service
- Access to directory assistance
- Toll limitation for qualifying low-income consumers

Use of these services may result in additional charges. In addition, Wilkes Telephone & Electric Company provides one copy of its annual telephone directory at no charge. Wilkes Telephone & Electric Company is available to discuss your telecommunications needs and provide rates upon your request. Wilkes Telephone & Electric Company also offers qualified customers Lifeline Service. If you are a low income customer you may qualify for the Lifeline program. This means you may receive a monthly discount for your basic telephone charges.

Please call Wilkes Telephone & Electric Company to discuss these services or with any questions that you may have.

Washington 706-678-2121
Lincolnton 706-399-3118

110 East Liberty Street
155 South Peachtree Street

0513013

LifeLine

Lifeline is a Federal program that offers telephone discounts to low-income consumers in all U.S. States and Territories.

Those who qualify may receive discounts on monthly basic telephone services (Lifeline).

You may be eligible for the Lifeline program if you participate in any of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- National School Lunch Program's Free Lunch Initiative
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance (LIHEAP)
- Emergency Assistance for Energy Payments (EAMP)
- Senior Citizens Discount by Local Gas or Power Company

To determine your eligibility for Lifeline and to enroll in this program, contact your local Wilkes Telephone & Electric Company business office.

Washington
110 East Liberty Street
706-678-2121



Lincolnton
155 South Peachtree Street
706-399-3111

www.wt-e.com info@wt-e.net

Federal rules prohibit eligible low-income consumers from receiving more than ONE Lifeline discount within a household, not at the same time. There is, eligible low-income households may receive a Lifeline discount on either a wireless or a wireless service, but may not receive a Lifeline discount on both services at the same time.



Give your loved ones the gift of piece of mind.

THE FUTURE OF PERS Technology

Revolutionary
Two-Way Voice Pendant
Personal Emergency Response System

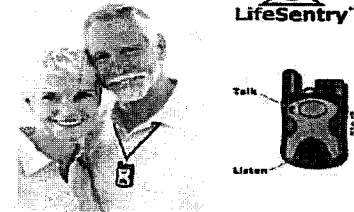


Emergencies can happen anywhere in your home or even in the yard or driveway. LifeSentry will allow one to communicate their needs with the press of one button and communicate via two-way voice to obtain the assistance they need!

- Full two-way voice, not just a button to press and you do not know if emergency help is on the way or not.
- Pendant is waterproof so it can be taken into the shower.
- Optional accessories available.



706-678-4357 (HELP)
info@nu-z.net



The Difference is the Technology

Contact us today for more information and a free at home demonstration



Did you know that many Georgians who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to the Georgia Relay. Here's how the Georgia Relay works: A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY).

A specially trained Communications Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-255-0135. Text telephone users may also dial 7-1-1 or dial 1-800-255-0056. There is no charge for dialing 7-1-1, and all options available to Georgia Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach the Georgia Relay, please call your local telephone company or Georgia Relay Customer Service.

Relay service is also available over the Internet. People who are deaf, hard of hearing or speech disabled can simply go to www.hamiltonrelay.com to connect to a CA.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Georgia and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Georgia Relay. To learn more about Georgia Relay, visit the website at www.GeorgiaRelay.org.

Please note that 7-1-1 is only to be used to reach the Georgia Relay. For EMERGENCIES you should continue to use 9-1-1. In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using the relay. The Americans with Disabilities Act (ADA) requires that 9-1-1 centers have TTYs and be prepared to handle emergency calls placed in this manner.



Changes To How Security Alarms Are Dispatched For Alarm Verification Of Burglar Alarms. House Bill 59, Chapter 1, Title 35

This only affects burglar alarms. Alarm verification shall not be required in the case of a fire alarm or a panic or robbery-in-progress alarm or in cases where a crime-in-progress has been verified. Alarm verification means a reasonable attempt by an alarm monitoring company to contact the alarm site or alarm user, by telephone or other electronic means, to determine whether a burglar alarm signal is valid prior to requesting law enforcement to be dispatched to the location and, where the initial attempted contact cannot be made, a second reasonable attempt to make such contact utilizing a different telephone number or electronic address or number. Please be advised that Wilkes Watchman and its affiliates will continue as always to provide you with the best security services possible. If you have any questions please call or email us at 706-678-4357 or washga@nu-z.net. This act becomes effective July 1, 2013. A copy of the Act can be found here: <http://www.legis.ga.gov/Legislation/20132014/136421.pdf>

NOTICE

From



Wilkes Telephone & Electric Company is the designated "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Wilkes Telephone & Electric Company provides voice grade single party residence (with unlimited local usage) and business service at the following rates:

Exchange	Residential	Business
Crawfordville	\$13.50	\$18.83
Lincolnton	\$14.77	\$18.83
Metasville	\$14.60	\$18.83
Rayle	\$14.45	\$18.83
Tignall	\$13.50	\$18.83
Washington	\$14.45	\$18.83

This includes access to:

- Voice grade access to the public switched telephone network
- Local usage
- Dual tone multi-frequency signaling or its functional equivalent
- Single-party service or its functional equivalent
- Access to emergency services
- Access to operator services
- Access to inter-exchange service
- Access to directory assistance
- Toll limitation for qualifying low-income consumers

Use of these services may result in additional charges. In addition, Wilkes Telephone & Electric Company provides one copy of its annual telephone directory at no charge. Wilkes Telephone & Electric Company is available to discuss your telecommunications needs and provide rates upon your request. Wilkes Telephone & Electric Company also offers qualified customers Lifeline Service. If you are a low income customer you may qualify for the Lifeline program. This means you may receive a monthly discount for your basic telephone charges. This service also includes a discount for the one time line connection charges and free toll blocking for qualifying customers.

Please call Wilkes Telephone & Electric Company to discuss these services
or with any questions that you may have.

Washington 706-678-2121
Lincolnton 706-359-3118

110 East Liberty Street
155 South Peachtree Street

rev010529012

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WILKES TELEPHONE & ELECTRIC COMPANY (SAC 220394)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY